Adult Protective Services Training Catalog

Serving Adult Protective Service Workers, Supervisors, and Community Partners

Revised December 15, 2016
Introduction

Welcome to the Ohio Human Services Training System (OHSTS) for Adult Protective Service (APS) Workers! Our mission is to strengthen best practice in adult protective services through comprehensive skill development, collaboration, and advocacy. This training catalog provides an overview of APS trainings available to include core training, eLearnings and ongoing training for caseworkers and supervisors.

For general information visit us at http://www.ohsts.org/

Registration for all classroom trainings and eLearnings occur through OHSTS' learning management system (LMS). To request an account, click on this link: http://www.ohsts.org/lms-addperson.html

For scheduling questions or to request a training, please contact your Regional Training Center (RTC): http://www.ohsts.org/our-regions.html

Ohio Administrative Code 5101:2-20-07 - Education and In-Service Training Requirements for APS Caseworkers and Supervisors

Effective August 1, 2016, adult protective services (APS) caseworkers and APS supervisors hired on or after September 29, 2015 shall complete APS core training. A minimum of eighteen hours of the core training requirements shall be completed through instructor led courses. The remaining core requirements shall be completed through either instructor led or online courses.

(1) At a minimum, the following APS core training courses shall be completed within the first year of continuous employment:
   (a) APS laws and regulations.
   (b) Dynamics of elder abuse.
   (c) The aging process.

(2) The following APS core training courses shall be completed at any time during the first two years of continuous employment:
   (a) APS risk assessment.
   (b) APS values and ethics.
   (c) Case planning.
   (d) Collaboration in APS.
   (e) Initial investigation.
   (f) Professional communication.
APS caseworkers shall complete eighteen hours of ongoing training annually in areas relevant to the caseworker's assigned APS duties, after the first two years of continuous employment with the agency as a caseworker.

APS supervisors shall complete fifteen hours of ongoing training annually in areas relevant to the supervisor's assigned APS duties after the first two years of continuous employment with the agency as a supervisor. For supervisors subject to rule 5101:2-33-56 of the Administrative Code, at least six hours of the required thirty hours of ongoing training must be courses related to APS.

For more details, visit http://codes.ohio.gov/oac/5101:2-20-07v1
APS CORE Training

- APS Ethics, Values, and Cultural Competence (eLearning)
- APS Laws and Regulations *NEW*
- Case Planning (pre-requisite of Voluntary and Involuntary Case Planning eLearnings)
- Collaboration in APS
- Dynamics of Elder Abuse
- Initial Investigation: Taking the First Steps
- Professional Communication
- Risk Assessment of Victims of Elder Abuse (eLearning option available)
- The Aging Process (eLearning)

APS eLearnings

- APS Case Documentation
- APS Worker Safety
- Caregiver or Perpetrator Neglect
- Financial Exploitation: An Introduction
- Financial Exploitation: Deed Theft and Foreclosure Rescue Scams
- Financial Exploitation: Living Trust and Annuities Scams
- Financial Exploitation: Power of Attorney Abuses
- Financial Exploitation: Reverse Mortgage Abuse
- Financial Exploitation: Undue Influence
- Financial Exploitation: Identity Theft and Credit Card Fraud
- Interviewing Skills (Parts 1, 2 and 3)
- Involuntary Case Planning
- Mental Health Issues Part 1
- Mental Health Issues Part 2
- Physical and Developmental Disabilities
- Responding to Elder Physical Abuse and Neglect
- Risk Assessment in APS *NEW*
- Sexual Abuse
- Substance Abuse
- The APS Intake Interview
- Voluntary Case Planning in APS
- Working with Self-Neglecting Clients *NEW*

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- A Diversity of Beliefs
- Advanced Interviewing Skills for the Helping Professional
- American Heart Association Heartsaver First Aid – CPR.AED
- Assessing Adult Protective Services Clients’ Decision Making Capacity *NEW*
- Attitude, Ethics and Customer Service
- Avoiding ANTS (Automatic Negative Thoughts) *NEW*
Basic Counseling Skills
Building Client Responsibility, Motivation and Initiative
Building Personal Cultural Competence
Calming the Chaos: Keeping Your Cool When Things Get Hot
Case Management: Planning and Intervention Strategies for Elderly Clients with Breathing Problems
Caseworker Interviewing, Problem Solving and Crisis Intervention
Chill Out: Managing Your Anger and Theirs
Civil Rights Compliance: Respecting Their Rights
Coaching Your Clients to Success
Communicable Diseases
Communicating Customer Service
Communicating with Confidence
Communication Enhancement
Conducting Safe Home Visits
Conflict Management for Case Managers
Creative Compromise: Conflict Management
Cultural Issues in Domestic Violence
Culturally Sensitive Interviewing Skills
Culturally Sensitivity and Competence
Customer Service: Dealing with Difficult Customers
Dealing with Toxic Co-Workers
Delving Into Elder Sexual Abuse *NEW*
Diabetes in the Elderly Population
Diogenes Syndrome and Hoarding Disorders in the Elderly
Domestic Violence: From Victim to Survivor
Domestic Violence in Later Life *NEW*
Emotional Intelligence Matters
Empowering the New Poor: Understanding Poverty from a Strengths Based Perspective
Engaging the Customer to Enhance Case Management Outcomes
Ethical Dilemmas, Difficult Life Decisions *NEW*
Ethics Are Forever
Everyday Ethics for Human Services Workers
Everyday Ethics: Managing Your Moral Compass
From Confrontation to Collaboration
Gangs, Cliques and Crews
Human Trafficking: Modern Day Slavery
Interpersonal Conflict: Dealing with Difficult Behaviors in the Professional Setting
Interviewing Those with Age Related Disabilities
Is Poverty Culture?
Is Racism Over in America?
Keeping the Vulnerable Populations Safe in Cyberspace
Keeping Your Office Space Safe
Living in the Shadows: Hispanic/Latino Culture
Loss and Grief
Make the Right Decision
Managing Anger and Conflict with Elegance
Mediation with Vulnerable Adults: A Practicum in Negotiation
Motivational Interviewing: Preparing the Elderly for Change
Never Be Lied to Again
Never Be Lied to Again Part 2 – Still Being Lied To
Overview of Mental Health and Mental Illness
Overview of Mental Health Issues in Adults
Positive Assertiveness Skills
Positive Attitude, Customer Service and Ethics in Social Work
Power, Gender and Identity
Prescription Pain Pills and Heroin Hurt
Put Some Social in Your Service
Seniors Can Be Bullies Too
Street Drugs: Chemicals That Destroy Minds and Lives
Stress and Coping Skills: Leadership Survival Skills
Substance Abuse, Chemical Dependency and the Elderly
Success Working in the Multi-Generational Workplace
Teaming with the Aggressive Client
The Basics About Adult Guardianship in Ohio *NEW*
The Culture of Disrespect
The Culture of Poverty
The Nature of Privilege
The Ten Lenses
Time and Stress Management
Toxic Tiffs and Riffs: Overcoming Workplace Bullying in Human Services
Turn Out the Burn Out
Understanding Borderline Personality Disorders
Understanding Depression
Understanding Human Behavior
Understanding Individual Diversity and Personality
Understanding Mood Disorders
Unleashing the Power of Diversity
Verbal De-escalation
Verbal De-escalation of Aggressive Clients and Customers
Web of Chemical Dependency
When Should Guardianship Be Our Choice? *NEW*
Workplace Bullying Issues

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Boosting Staff Performance
Building Synergistic Teams Across the Generations
Conducting an Effective Meeting
Conducting and Conveying Performance Appraisals
Dealing with Difficult Employee Behavior with Integrity
Dealing with Unacceptable Employee Behavior
Increasing Team Cooperation *NEW*
Leadership Series Module 1: Making the Transition to Management
Leadership Series Module 2: Planning
Leadership Series Module 3: Organization
Leadership Series Module 4: Staffing
Leadership Series Module 5: Directing
Leadership Series Module 6: Monitoring and Evaluating
Reviving the Fire
So You Want to be a Supervisor
Team Building for Results
To Lead or Not to Lead: That is the Question

Trainer Biographies...........................................................................49
Kathy Angel.............................................Julia Nack
Patty Ciripompa..............................CeCe Norwood
Devi Gursahaney.............................Ed Petrish
Dan Houston......................................Sylvia Pla-Raith
Diana Kubovcik..............................Anthony President
Kevin Kurpieski...............................Rita Rizzo
Ken Lawson.......................................Gloria Rodriguez-Milford
Brian Lowery.......................................Jo Simonsen
Brooke Lynch.................................Sally Smith
Ruth McMonagle...............................Karen Vadino
Kelly Mettler......................................Lou Vincent
Beth Moore.........................................John Ward
Janice Morabeta.................................Carilyn White
**APS CORE Training**

**APS Ethics, Values and Cultural Competence (eLearning)**

The purpose of this training is to “demystify” ethics, and offer a practical framework for ethical decision-making on the front lines. It will help APS professionals become more aware of their own value systems, their approach to decision-making, and it will give workers tools to analyze situations from a culturally competent standpoint. Additionally, this training will assist APS workers in labeling, organizing, and understanding what they see, and it will help them analyze the consequences of the decisions facing them.

**Credits:** OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

**APS Laws and Regulations ** *NEW*

The purpose of this training is for Adult Protective Services (APS) staff to understand applicable sections of the Ohio Revised Code (ORC) and Ohio Administrative Code (OAC) related to APS practice and to be able to find the legal reference when needed for application to a specific client’s circumstances. Participants will work in small groups, formulating team responses to case study-related questions by finding the legal citation that applies to the circumstances of each case. By the end of this course, participants will:

- Be familiar with Ohio laws and regulations related to APS practice
- Understand the legal difference between capacity and competency and considerations for APS practice
- Understand involuntary interventions possible under Ohio APS law
- Understand the continuum of legal alternatives used to protect vulnerable adults

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Kevin Kurpieski, Kelly Mettler, Sylvia Pla-Raith

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Case Planning**

Once the assessment is made, the APS worker must develop a case plan with the client. In many situations, where the client can consent to services, a voluntary case plan is developed with the client. In serious emergencies where there has been a determination of extreme risk and the client lacks capacity or cannot consent to services, involuntary action may be necessary. This module outlines what background information should be considered before the case plan is developed, then discuss some of the issues around the client’s readiness to engage in the case plan. Participants will explore the case planning process focusing on the strengths of the client and the resources available. How workers come to the conclusion that an involuntary action should be pursued will also be explored as well as the ethical dilemmas and issues surrounding the decision to use involuntary services. By the end of this training, participants will be able to:

- Identify the factors that influence intervention needs
- Discuss strategies to engage the victim in developing mutual goals to decrease risk of abuse
• Identify those situations where the client’s immediate safety takes precedence over the client’s right to self determination
• Determine appropriate interventions that would decrease risk of abuse
• Explain when and how to use a Domestic Violence Safety Planning Tool

**Pre-Requisite:** Voluntary Case Planning and Involuntary Case Planning eLearnings

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Patty Ciripompa, Kevin Kurpieski, Kelly Mettler

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Collaboration in APS Work**

This course will provide information, strategies, and techniques for successful collaboration in APS work when working with a variety of multidisciplinary team partners and agencies. Upon completion of this training session, participants will be better able to:

• Define collaboration as it applies to work across professional disciplines
• Articulate the benefits, challenges and barriers to successful collaboration
• Will be able to describe the roles and functions of the other professional disciplines that are involved in elder/dependent adult abuse prevention, investigation and remediation, and how they work together to produce a safety net for victims of elder abuse
• Understands the fundamental elements critical to effective team building within a collaborative partnership or relationship
• Can list at least two strategies for effective interpersonal communication
• Can list at least two strategies for conflict resolution
• Understands legal and ethical issues related to confidentiality

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Patty Ciripompa, Kevin Kurpieski, Kelly Mettler, Sylvia Pla-Raith

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Dynamics of Elder Abuse**

In this introductory training, participants will be taught how to define elder abuse, identify the various dynamics underlying elder abuse and why some victims refuse service and remain with their abusers, and explore how the dynamics might inform services offered by APS. By the end of this training, participants will be able to:

• Define elder abuse as it applies to APS
• Identify various dynamics underlying elder abuse
• Explore APS role and how dynamics might inform case interventions
• Identify why some victim refuse services and remain with their abusers

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Kathy Angel, Patty Ciripompa, Kelly Mettler, Carilyn White

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Initial Investigation: Taking the First Steps**

In this interactive and engaging introductory training, participants will be taught how to evaluate initial reports, how to prepare for the initial visit and reduce client resistance, how to
interview suspected perpetrators and how to assess dangerous situations. By the end of this training, participants will be able to:

- Define intake and describe the goal of the intake process
- Describe interviewing, communication, and rapport building strategies which would lead to a comprehensive intake interview with a reporter
- Identify collaterals and other information that would assist in preparing for the initial visit
- Evaluate information received in initial report to determine if statutory requirements are met
- Describe safety precautions that can be taken in preparation for the initial visit including when it is appropriate to contact law enforcement
- Demonstrate rapport building strategies with the client at the door
- Discuss methods of dealing with client’s resistance to access
- Demonstrate techniques for interviewing suspect abuser
- Assess potentially dangerous situations in order to remain safe and discuss ways to deescalate these situations should they arise

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Kathy Angel, Patty Ciripompa, Kevin Kurpieski, Brooke Lynch, Kelly Mettler, Sally Smith
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Professional Communication
In this engaging and highly interactive introductory training, participants learn the basic components of interviewing victims of abuse. Trainees will understand the importance of trust and relationship building, demonstrate the use of engagement skills; learn how and when to use various question types and styles including open ended questioning and responding to abuse disclosures, and will have the skill to adjust their interviewing techniques to accommodate a variety of victim disabilities. By the end of this training, participants will be able to:

- Demonstrate the interviewing skills listed below:
  - Trust and relationship building
  - Engagement techniques
  - Open-ended questioning
  - Listening/reflection of content and feeling
  - Responding to disclosures
  - Showing empathy/compassion
  - Acknowledging religious/cultural beliefs
- Correctly identify the various types of questions
- Adjust the interview to the functional level of the victim in order to get accurate information and understanding

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Patty Ciripompa, Devi Gursahaney, Brian Lowery, Kelly Mettler, Carilyn White
Risk Assessment of Victims of Elder Abuse

In this interactive and dynamic introductory training, participants learn how to assess risk across five domains in terms of severity and urgency. Participants will learn the benefits and limitations of risk assessment tools and how to develop risk reduction service plans. By the end of this training, participants will be able to:

• Define risk assessment and its function
• Assess risk factors in the five domains
  o Health and Functional status
  o Mental health status and capacity
  o Living environment
  o Financial
  o Social (risk posed by others, including caretakers and family members)
• Assess overall levels of risk in terms of severity and urgency
  • Low, moderate, and high risk situations (The 3 S’s of Assessment – Soon, Severe, Sure)
• Describe the benefits and limitations of risk assessment tools
• Develop risk reduction service plans

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Kathy Angel, Patty Ciripompa, Kevin Kurpieski, Kelly Mettler, Beth Moore, Carilyn White

Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

The Aging Process (eLearning)

Aging is part of the normal physical and developmental life course. As is true in every phase of life, changes that occur in later life offer rewards, opportunities for growth, and physical and developmental challenges. In this dynamic, interactive 90 minute online training, participants will receive a basic understanding of the aging process that will enhance their ability to perform investigations and make evaluations. The training is intended for new APS workers, experienced workers needing a refresher and elder abuse partner agencies.

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)
**APS e-Learnings**

OHSTS-APS e-Learnings are available through the Learning Management System for APS workers and supervisors only.

**NOTE:** While there is no charge to you to complete an eLearning, the OHSTS has purchased a user license for your course attendance. Once you complete your course enrollment, the seat license has been spent and is non-reimbursable. **DO NOT** complete the course enrollment registration page if you do not intend to immediately complete an eLearning. If you have any questions, please email OHSTS@ihs-trainet.com.

**APS Case Documentation**

This e-learning curriculum is divided into three parts. Part one discusses the purpose of APS case documentation. In part two, caseworkers learn about objective language. Part three outlines documentation equipment and APS confidentiality and reports. Participants must complete all three parts for successful completion of this course. This self-paced interactive eLearning will enable participants to:

- Identify the purpose of accurate, complete and timely documentation
- Recognize clear, concise, and objective language
- Identify four types of equipment used for documentation and how to use them
- Understand the importance of accurate recall and identify at least three memory improvement techniques
- Identify the role that confidentiality plays in documentation
- Identify and correct inappropriate documentation in report writing

**Credits:** OHSTS (2 credits); Social Work (2 CEUs); Counselor (2 CEUs)

**APS Worker Safety**

This self-paced interactive eLearning guides workers through safety considerations for entering unfamiliar neighborhoods and client's homes.

**Credits:** OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

**Caregiver or Perpetrator Neglect**

This eLearning course focuses on neglect that is perpetrated by formal and informal caregivers. This course is designed to help participants develop the tools needed to conduct a neglect investigation and to develop plans to help to reduce the risk of future neglect. By the end of this eLearning, participants will be able to:

- Identify 3 physical and 3 behavioral indicators of caregiver neglect
- Identify 5 factors that contribute to victim risk of neglect
- Assess allegations of caregiver neglect using 5 domains of assessment
- Describe the barriers to determining if neglect is intentional or unintentional
- Identify 3 best practices in interviewing perpetrators
- Define 3 components of service planning

**Credits:** OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)
Financial Exploitation: An Introduction
In this engaging and highly interactive introductory eLearning, participants gain foundational information about the necessary and essential components for effective financial exploitation investigations. Trainees will understand common victim and perpetrator characteristics; learn the various types of financial exploitation; understand decision making capacity and undue influence as they are related to financial exploitation cases; and describe the primary components of a financial exploitation investigation.
Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Identity Theft and Credit Card Fraud
Identity theft and credit card fraud are two of the fastest growing crimes in the United States. Many of us have been victimized by one or the other; or know someone who has been victimized. Elders and dependent adults may be particularly vulnerable as they often are not as technologically savvy as many younger persons, and they may have a tendency to trust others when it comes to financial transactions. At the end of the training, participants will be able to:
- Identify specific types of identity theft and credit card fraud
- Describe the elements of the crimes
- Identify the steps to take an the investigation
- Identify partners in the field
Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Power of Attorney Abuses
The subject of the Power of Attorney Abuses Mini-Module is to provide information about the various types of Power of Attorney documents that exist and indicators that power of Attorney abuse may be taking place. This Mini-Module will also discuss the steps to pursue in investigating a possible Power of Attorney abuse case, as well as various types of legal remedies that can be pursued if Power of Attorney abuse is identified; as well as information on various professional partners that may assist you in intervening in one of these cases. At the end of this module, participants will be able to:
- Define specific types of POA abuse
- Identify indicators of POA abuse
- Describe the steps to take in the investigation
- Identify partners in the field
Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Deed Theft and Foreclosure Rescue Scams
Deed theft and foreclosure rescue scams are not new, and as we will see, they have changed over time. Resources built up over a lifetime have often been lost because these financial abuse perpetrators have convinced unwitting seniors to take their advice. With financial abuse on the rise, it is often the APS worker that first learns about these crimes, and quick action based on thorough knowledge about these types of scams may mean the difference between financial
well-being and financial tragedy of the affected seniors. At the end of this module, Participants will be able to:

- Define quitclaim deed theft and foreclosure rescue scams
- Describe the indicators of the crimes
- Identify the steps to take in an investigation
- Identify partners in the field

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Undue Influence
The undue influence mini-module explores undue influence, its relationship to financial abuse, indicators of undue influence, and information pertinent to investigating cases of alleged financial abuse where undue influence may be a factor. At the end of the training, participants will be able to:

- Define undue influence
- Recognize the elements of undue influence
- Identify the steps to take in the investigation
- Identify partners in the field with whom to work the case

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Living Trust and Annuities Scams
Living trusts and annuities are legitimate estate planning tools and/or documents that can be used legally for financial planning, or as a form of investment. Unfortunately, many unscrupulous persons have used them to defraud unsuspecting victims. In this eLearning, you will learn about living trusts and annuities, and how they may be used to victimize unsuspecting persons. At the end of this module, participants will be able to:

- Define an ‘inappropriate’ annuity and identify indicators that may result in financial abuse
- Define living trust scams and identify indicators that may result in financial abuse
- Identify steps to take in the investigation
- Identify partners in the field

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

Financial Exploitation: Reverse Mortgage Abuse
While reverse mortgages are a legal financial tool that allows homeowners to take out a loan against the equity in their home and to receive advance sums against the future sale of the property, some of the aspects of reverse mortgages make this an undesirable option for some seniors. In addition, some unscrupulous reverse mortgage sellers may take advantage of seniors seeking reverse mortgages in order to secure large commissions for themselves, or to outright defraud customers of their funds. In order to protect clients, it is important to understand: what reverse mortgages are, when it is appropriate to pursue a reverse mortgage, and some tactics that unscrupulous sellers may use to take unfair advantage of, or defraud senior customers. At the end of this module, participants will be able to:

- Describe reverse mortgages
• Define reverse mortgage abuse
• Identify reverse mortgage protections
• Describe the elements of the crime
• Identify the steps to take in an investigation

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

**Interviewing Skills Parts 1, 2 and 3**
This eLearning module is a three-part curriculum on Interviewing Skills for APS Workers. The purpose of part one of this course is to teach caseworkers how to prepare for an effective APS interview. In part two, caseworkers learn basic interviewing skills. Part three discusses how to structure a fact finding interview and how to best structure questions during an interview.

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

**Involuntary Case Planning Part I, Part 2 and Part 3**
This eLearning module is part of a three-part curriculum on Involuntary Case Planning for APS Workers. The purpose of this eLearning module is to learn how to identify involuntary interventions and when their use is appropriate.

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

**Mental Health Issues Part 1**
Part 1 is designed for APS workers who are unfamiliar with working with persons who are living with a mental illness or as a “refresher” in working with this population. It is intended as an introduction and to support on-going and additional study of mental health issues.

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

**Mental Health Issues Part 2**
Part 2 is intended to be taken after the Mental Health and APS part 1 eLearning. It is designed for APS workers who are unfamiliar with working with persons who are living with a mental illness.

Credits: OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

**Physical and Developmental Disabilities**
This eLearning course is designed to teach you about the unique ways in which APS workers may work a case with an individual with a physical, cognitive or developmental disability. At the end of the training, participants will be able to:

• Recognize how certain disability characteristics make a victim more vulnerable to abuse
• Recognize effective communication strategies to accommodate persons with disabilities

Credits: OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

**Responding to Elder Physical Abuse and Neglect**
This self-paced interactive eLearning brings together forensic research, geriatric medical information tailored for elder physical abuse investigators, and practical field skills. Learn to differentiate between suspicious and non-suspicious situations and develop your strategies for
investigating when physical abuse is suspected. Upon completion of this training session, participants will be better able to:

- Recognize situations that constitute a medical emergency and know how to react appropriately
- Effectively document injuries using common medical terminology, descriptive case narratives, body maps and photography
- Differentiate between signs of physical abuse and common age-related changes
- Recognize situations where the victim or caretaker’s description of how injuries occurred does not match the injuries
- Evaluate whether injuries are likely to be the result of abuse when the victim is non-verbal or has other communication barriers

**Credits:** OHSTS (2 credits); Social Work (2 CEUs); Counselor (1 CEUs)

**Risk Assessment in APS *NEW***
Every day, APS staff are responsible for making determinations of clients’ safety and risk, which can be the most difficult aspects of their work. In this self-paced, interactive eLearning, participants learn to assess the severity, urgency and likelihood of harm occurring for a client across five domains. They will also learn the benefits and limitations of risk assessment tools and how to develop risk-reduction service plans to help improve clients’ safety, security, and quality of life.

**Credits:** OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

**Sexual Abuse**
This self-paced interactive eLearning teaches participants the myths and realities of sexual violence as it relates to APS clients. Participants learn how to recognize and discuss sexual victimization, how to screen for and interview clients regarding sexual abuse and what interventions to offer victims. TRIGGER ALERT: This eLearning includes a video interview of an elderly woman who was raped by her grandson. If you or a family member/friend have experienced a sexual assault, please be sure to have a trusted individual available to debrief your reaction to video in case it triggers anxiety. At the end of the training, participants will be able to:

- Identify the myths and realities of sexual violence as it relates to APS clients
- Discuss the dynamics of sexual victimization
- Recognize the signs of potential sexual abuse among your clients
- Effectively screen for and interview clients regarding sexual abuse
- Offer helpful interventions to victims

**Credits:** OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

**Substance Abuse**
This e-learning course is designed for APS workers who are unfamiliar with working with persons with substance abuse issues or for workers who require a “refresher” in working with clients who have substance abuse issues. At the end of the training, participants will be able to:

- Define the scope of the problem of addiction amongst the mature population
• Apply the four diagnostic criteria that differentiate addiction from substance abuse
• Explain how addiction transmits its affect to family members through attachments and why all family members need services
• Use recovery programs and other resources are antidotes to ageism, isolation, societal denial, loss, grief and depression
• Use culturally appropriate and strength based intervention techniques to use with family members

**Credits:** OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)

**The APS Intake Interview**
This self-paced interactive eLearning covers the materials regarding the initial interview of the reporting party that are presented in the instructor-led Initial Investigation class. Upon completion of this training session, participants will be better able to effectively determine whether a client meets APS criteria, to collect all material necessary for the APS worker to prepare for the interview and to warn the APS worker of possible safety hazards.

**Credits:** OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

**Voluntary Case Planning**
This eLearning course is the first part of a two-part blended learning on Voluntary Case Planning for APS. Participants must complete this eLearning course before attending the in-person class. Participants will learn the basic components of determining the intervention needs and developing a safety plan for elder abuse victims and identify the factors that influence the victim’s intervention needs. They will learn strategies to work with the victim to develop mutually acceptable goals that will decrease the risk to the victim. And, they will learn to use a safety planning tool developed for use with elder abuse victims.

**Credits:** OHSTS (1 credit); Social Work (1 CEU); Counselor (1 CEU)

**Working with Self-Neglecting Clients** *NEW*
In this interactive and thought-provoking introductory eLearning, participants will learn to:

• Define self-neglect, its prevalence and indicators
• Distinguish self-neglect from other conditions
• Assess self-neglect in five domains
• Develop safety and risk reduction interventions for self-neglecting adults
• Document appropriate elements in self-neglect cases
• Identify community partners in self-neglect cases

**Credits:** OHSTS (1.5 credits); Social Work (1.5 CEUs); Counselor (1.5 CEUs)
Ongoing Specialized and Related Training for Caseworkers

A Diversity of Beliefs
Do your elderly clients sometimes bring up their religious views to you? Often time diversity issues are uncomfortable to discuss, but perhaps the most sensitive inclusion issue presently is religious diversity. Such discussions with coworkers, clients or community partners require a respectful response to the issues of faith which may arise in the workplace. Attend to practice “speed-faithing” to learn a bit about the beliefs of others, and to become comfortable with posing culturally sensitive questions. Leave with a basic understanding of the world’s largest religions and how to have polite discussions about faith with your vulnerable and elderly clients.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (3 credits); Social Work (3 CEUs); Counselor (3 CEUs); Ethics (3 CEUs)

Advanced Interviewing Skills for the Helping Professional
You consider yourself a pretty good interviewer. Your consistently get the information you need to serve your client and their families and you excel at getting the facts from even the reluctant interviewee. Some days though unexpected interviewing challenges arise that you are not quite prepared to handle. This workshop will explore methods to deal with dangerous interviewees, those with disabilities, and those with mental health issues that may affect vulnerable adults. Test your listening skills and practice “non-defensive” responses to defuse volatile others. Learn five magic questions to help build insight in your customer population. Participants are strongly encouraged to training with come with some examples of challenging interview situations.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Rita Rizzo
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

American Heart Association Heartsaver First Aid – CPR.AED
Heartsaver First Aid CPR AED is a classroom, video-based, instructor-led course that teaches participants critical skills needed to respond to and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives. This course is video-led and teaches the lifesaving skills of Adult, Child and Infant CPR; including the use of the AED machine. In addition, participants will learn how to assist a victim who is choking. Skills are taught by using the AHA’s research-proven practice-while-watching technique, which provides students with hands-on CPR practice time. This training is limited to 6 participants per session.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Carilyn White
Credits: OHSTS (6 credits)
**Assessing Adult Protective Services Clients’ Decision-Making Capacity** *NEW*

The purpose of this workshop is to assist Adult Protective Services professionals in identifying the factors that affect their clients’ decisional capacity, and to identify when to seek a professional evaluation. Trying to decide if clients have the ability to make informed decisions about their situations and care is one of the greatest challenges faced by APS caseworkers. In this workshop, participants will be better able to: define autonomy, capacity, and incapacity; understand factors that may influence client capacity; recognize signs and symptoms that indicate capacity issues; identify key questions and approaches used to screen client capacity, including working with special populations and identify implications for case planning as a result of a finding of limited capacity.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Kelly Mettler, Diana Kubovcik

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Attitude, Ethics and Customer Service**

This workshop examines customer service in a public agency and provides a clear understanding of the role the clients served play in an organization’s viability. Information and techniques are provided for servicing ‘internal’ and ‘external’ clients through face to face interactions, via the telephone, utilizing text or email messages, and through formal written communications. The importance of maintaining a ‘positive attitude’ is also discussed, along with how attitudes are caught and communicated. Strategies for gaining control over ones’ attitude and behavior and techniques for staying positive in a negative environment to better serve our clients and their families.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Ruth McMonagel

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Avoiding ANTS (Automatic Negative Thoughts)** *NEW*

ANTS are those "Automatic Negative Thoughts" that bug your mind and hinder your relationships with your clients, family and others. In this class, you will be able to identify the 9 types of negative thoughts which infiltrate our mind and the mind of the vulnerable adults you work with. Come and explore practical and creative methods of exterminating these ANTs to have healthier, happier relationships. At the conclusion of this session, participants will:

- Understand that working with others requires clear and logical thinking.
- Recognize and understand the ways in which we distort situations when working with difficult people.
- Identify, discuss and understand ways to correct our negative thoughts when dealing with others.
- Recognize, understand and visually note ways that Positive Thinking and Encouragement in others goes a long way.

**Suggested Audience:** APS Staff and all levels and APS Community Partners

**Approved Trainer:** John Ward

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)
**Basic Counseling Skills**
This workshop focuses on the crucial skills conducive to every helping relationship. Topics addressed will include active listening skills; paraphrasing, reflections of content, reflection of feeling, open ended questioning and more. Participants will be exposed to a wide variety of problems where skills can be rehearsed and feedback received. Through this skill based workshop, staff will be better able to work with vulnerable adults who may have difficulty communicating their needs or current situation.

**Suggested Audience:** APS Staff at all levels and APS Community Partners
**Approved Trainer:** Janice Morabeto
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Building Client Responsibility, Motivation and Initiative**
This workshop is designed for staff who would like to work with more responsible and motivated clients. Built around the concepts of responsibility and initiative, content in this workshop helps participants examine the results of excuse making and blaming, and presents practical “how-to’s” for building client responsibility, accountability and motivation. The concepts and principles presented are applicable to all levels within an organization, with an emphasis on effective ways interacting with vulnerable adults and the senior population.

**Suggested Audience:** APS Staff at all levels and APS Community Partners
**Approved Trainer:** Ruth McMonagle
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Building Personal Cultural Competence**
We make assumptions and take actions regarding others who are different than ourselves based on the "isms" programmed into our minds when we were children. This workshop explores the impact of ethnocentric behavior on our ability to build effective cross-cultural relationships when working with adults and their families and gives tips on how to avoid cultural collisions" when dealing with diverse others. Participants will discuss issues such as why the various races exist and explore what we might do together to achieve greater harmony among them.

**Suggested Audience:** APS Staff at all levels and APS Community Partners
**Approved Trainers:** Rita Rizzo, Lou Vincent
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Calming the Chaos: Keeping Your Cool When Things Get Hot!**
Out of nowhere, a routine client interaction can become an unexpected firestorm of negative emotions thrown at us. Our worst reaction is to fire back in defense, matching their negative emotion. Learn what to do when things get out of hand and tense situations need to be diffused. Learn to take the heat while maintaining your cool and work with clients to resolve conflicts and develop peace treaties. By understanding the sources of anger, staff will be able to provide services that best meet their client’s needs.

**Suggested Audience:** APS Staff at all levels and APS Community Partners
**Approved Trainer:** Anthony President
Case Management: Planning and Intervention Strategies for Elderly Clients with Breathing Problems
The most critical components to assisting an elderly client with breathing problems is the completion of a comprehensive, individualized assessment, evaluating the client’s actual needs, and the implementation of an appropriate care plan. This course will provide the participant with planning and intervention strategies that can be used when assisting an elderly client with breathing problems. The primary issues which impact the elderly with breathing problems will be covered in this course.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Carilyn White
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Caseworker Interviewing, Problem Solving and Crisis Intervention
Sorting through the “CLUES” of family function and dysfunction could put, even the producers of Colombo and CSI into a tizzy. Participants will be presented with several effective interviewing techniques, and offer suggestions that APS caseworkers might suggest to help individuals and families involved in serving vulnerable adults and their families to help them resolve their unique problems. This workshop will examine the dynamics of crisis and offer suggestions for crisis counseling and verbal de-escalation.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Brian Lowery
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Chill Out: Managing Your Anger and Theirs
This workshop helps participants explore what makes them and their clients angry. Participants will discover their own anger triggers and how to counteract them. They will also learn how to deal with angry and aggressive adults and how to defuse potentially violent situations.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Edward Petrish
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Civil Rights Compliance: Respecting Their Rights (3hr and 6hr)
The Civil Rights Act of 1964 serves as a legal and moral guidepost for public or private non-profit agencies, including those providing services to the elderly, mentally challenged, disabled and other Protected Class clients and their families. This workshop provides an overview of this landmark act and the key objectives for Agency Staff to help ensure the equal treatment of all persons receiving county services by maintaining compliance with Federal Civil Rights laws and requirements. Staff who provide services to vulnerable adults will benefit by learning ways to avoid the 3 types of discrimination in the provision of service to venerable adult clients with limited English proficiency, physical and mental handicaps, the aged, as well as those who present other diversity characteristics.
Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Coaching Your Clients to Success
Strength Based Social Work. Any great team is headed by a great coach, a leader who can provide instruction and correction in a manner that supports the self-esteem needs of their players. Participants will learn to apply a coaching approach to casework that supports the self-efficacy of vulnerable adults by encouraging them to believe in and realize their own potential for success and how to put that potential to action.
Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Communicable Diseases
Do you hesitate to shake someone else’s hand? When you are in a crowded place and someone sneezes do you worry about becoming ill? This workshop discusses hand washing techniques, cleaning and disinfecting your home and office, food selection and preparation, the importance of immunization, the impact and correct usage of antibiotics, pets to people disease processes, why to avoid contact with wild animals and will give disease specific information about the most common communicable diseases. Come for an interactive day of training and go home with your questions answered.
Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Rita Rizzo
Credits: OHSTS (6 credits)

Communicating Customer Service
Effective Customer Service is an essential part of Social Work. Best practice and best ethics dictate that both internal and external clients receive quality services that meets needs and exceeds reasonable expectations. This workshop addresses how staff can more effectively provide quality customer service by learning who are internal and external customers; the role of diplomacy in providing service to vulnerable adults and their families; how to effectively use humor and tone of voice, and understand the importance of empathy in providing quality customer service. Participants will learn strategies of communicating quality customer service today and improve their service performance.
Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Communicating with Confidence
Everyone seems so defensive these days! Sometimes conversations get so heated around us that it is hard to get a word in edgewise without raising one’s voice. Do you quake and quiver inside when everyone is looking at you? Do your ideas go unnoticed because you aren’t adept
at expressing them? Come to this workshop to build your confidence, modify your approaches, and learn techniques that will enable you to speak with authority, listen with empathy, and lay the foundation to be heard, understood, and responded to favorably by those around you. By communicating with confidence the adults and families are provided with better outcomes.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainers:** Rita Rizzo, Lou Vincent  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Communication Enhancement (3hr and 6hr)**

Did you hear what I thought I said? Why is it that communicating effectively often seems so easy, yet turns out to be quite difficult? This workshop examines the communication process and explains why even the most straightforward message can result in misunderstandings. Take a brief listening quiz to find out what sort of information you tend to listen to best. Appreciate the factors that influence communications such as nonverbal cues, conversational context, use of time, and feedback foibles. Recognize the hidden barriers to fostering understanding and cooperation. Participants will leave with increased confidence in your ability to target your message to the behavioral style of the listener, thereby improving your chances at being understood.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainers:** Rita Rizzo, Lou Vincent  
**Credits:** OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

**Conducting Safe Home Visits**

Do you visit your client’s homes? Do you know how to keep yourself and your client safe during your visit? One in four workers will be attacked, harassed, or threatened on the job, yet workplace violence is preventable, even when you are on their turf. Because episodes of violence are hard to predict, it is advisable for all workers to possess skills in detecting potentially disruptive situations and defusing them. This workshop will present both organizational and individual strategies that can be implemented in social service settings to curtail violent episodes. The Violence Cycle, when and how to interrupt it, will be discussed. Come prepared to tell your own “war stories” and increase the skills and knowledge you need to keep yourself and others safe at work. Leave knowing how to keep yourself safe during home visits, and how to prevent yourself from becoming a victim of crime.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainers:** Rita Rizzo, Lou Vincent  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Conflict Management for Case Managers**

This skills-oriented workshop focuses on conflict as a normal aspect of the changing workplace and the ways in which such conflict can become an opportunity for improving relationships and enhancing effectiveness. In this workshop, APS caseworkers and managers will learn to understand the dynamics of conflict and how to assess one’s own approaches to dealing with conflict and learn how to use conflict as a problem solving technique.
Creative Compromise: Conflict Management
Conflict is inevitable but it can be managed. In this workshop, participants will learn how their own behaviors contribute to conflict and how to avoid them. Participants will learn how to prevent arguments and power struggles using cooperative communication when working with vulnerable adults and their families. They will also learn how to maintain control without anger, threats or stress.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Edward Petrish
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Cultural Issues in Domestic Violence
This workshop examines domestic violence within the interconnections of race, culture and class, and in intimate partner violence (domestic violence), and domestic violence affecting vulnerable adults. Within representative case studies, the workshop will define violence and risk factors. It will also review the most common psychological problems associated with violence, including substance abuse, depression, suicide attempts and physical health problems. Additionally, the workshop explores prevention, intervention and advocacy options from research, community-based and feminist perspectives. Further, the workshop assesses cultural filters and misunderstandings when helping professionals consider domestic violence, and explore the following questions:

- How do women of color explain the batter’s behavior?
- How will explaining intergenerational dynamics help us understand violence against vulnerable adults?
- Why don’t women and vulnerable adults “just leave”?

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Dan Houston
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Cultural Sensitivity and Competence
Does it really make a difference where you sit, how much eye contact you offer, or how you word your inquiries when attempting to obtain information from those of other cultures? Social linguists suggest these factors are quite important to cross-cultural and cross-gender communications. Attending to small matters of protocol can heighten trust, build rapport and increase understanding between those with different speaking and listening styles and this course will also help to develop an increased knowledge and an opportunity to better assist a diverse population of underserved, vulnerable adults.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)
Culturally Sensitive Interviewing Skills
Are you being asked to conduct performance reviews, selection interviews, employee counseling sessions, client interviews, or employee coaching sessions with others of a different culture than you? All of these conversations require a knowledge and command of culturally sensitive interviewing skills. This workshop examines methods to establish rapport, increase cross-cultural understanding, and ferret out the information you need to make decisions in an inclusive organization. Come and learn how to communicate more effectively with others who are aging and vulnerable, persons with disabilities, people who are dangerous and persons who speak English as a second language.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Rita Rizzo, Lou Vincent

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Customer Service: Dealing with Difficult Customers
The customer is always right, unless of course the customer is wrong, in which case we still need to behave in ways that demonstrate respect for the customer’s thoughts and feelings. Those of us in social services are usually needed most when those we are helping are frustrated. This workshop equips the helping professional with talking methods and strategies to address the five most common types of difficult people. Learn how to elicit cooperation, establish understanding, and defuse resistance through the use of non-defensive talking approaches. Come prepared to discuss a situation that you have been involved with where escalating emotions prevented you from doing your best work on the phone or in person with a difficult client and his or her family.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Lou Vincent

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Dealing with Toxic Co-Workers
It’s no secret that productivity, staff morale, and service to clients is at its highest when everyone is working effectively as a team and practicing basic tenets of appropriate behavior and interaction. Unfortunately, this is not always the case due to the disruptive behaviors of difficult co-workers – behaviors which contaminate attitudes and negative impact interpersonal relationships and services to clients and families served by Adult Protective Service staff. This workshop will provide an in-depth examination of the types of ‘toxic’ workers; a framework for understanding the disruptive behaviors; an identification of some of the factors that contribute to or enable their behavior; and identify specific strategies for responding appropriately whether you are a co-worker or supervisor.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Ruth McMonagle

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)
Delving Into Elder Sexual Abuse *NEW*
The World Health Organization defines elder abuse as a “single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.” Sexual abuse is considered a subset of elder abuse. The intent of this workshop is to equip participating professionals with the information, skills and strategies needed to allow for client-focused assistance to sexually abused elders of any sex, race, gender expression or sexual orientation. To fulfill its intent, this interactive workshop will utilize videos, actual case scenarios, group activities, small and large discussions. By the end of this training, participants will:

- Know prevalence and characteristics of sexually abused elders in Ohio
- Recognize and acknowledge the power and control dynamics of elder abuse
- Recognize signs of elder sexual abuse
- Know elder survivors’ understandings and perspectives of having been sexually abused
- Know how to use “secure silence” as an interviewing technique
- Know how to assist survivors with decision making by utilizing APS Principles and Guiding Practices
- Be aware of survivor healing over the lifespan strategies
- Identify ways to respond to abuse with culturally appropriate interventions
- Identify interdisciplinary approaches and collaboration

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: CeCe Norwood
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Diabetes and the Elderly Population
According to the National Institute of Health, “Americans of all ages, races, and ethnic groups are vulnerable, and it is especially a topic of concern for older adults”. Research indicates diabetes primarily affects individuals who are age 60 and older. Furthermore, it is estimated more than 12 million adults age 60 and older have diabetes. Due to the aging process diabetes can have a devastating effect on the elderly adults’ quality of life and survival rate. Therefore, it is imperative for family members, friends, and caregivers to understand the effects of diabetes on the elderly and learn how to help the elderly adult with diabetes manage the disease.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Carilyn White
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Diogenes Syndrome and Hoarding Disorders in the Elderly
Diogenes syndrome, self-neglect and hoarding adversely impacts not only the elderly adult; but also those living with the elderly individual. Therefore, it is important for caregivers, social workers and those caring for the elderly population to understand the Diogenes syndrome, self-neglect and hoarding disorders. This workshop will explore each disorder and the associated health risks, mental health issues and consequences that can occur with each disorder. Participants will become aware of the interventions for assisting the elderly adult, including skills trainings, cognitive and behavioral methods.
**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Carilyn White

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Domestic Violence: From Victim to Survivor (3hr and 6hr)**

Domestic violence can occur in the lives of a diverse range of people including the elderly population. The young and the old, male and female, heterosexual and homosexual, can all be victims of violent acts in their home. This workshop will test your knowledge of domestic violence, identify types of abuse, and discuss how it impacts on special populations such as the elderly. Participants will understand why domestic violence occurs and how to help victims transition to survivors. Safety planning, empowerment, support and resources needed to aid in the transition will be explored.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Rita Rizzo

**Credits:** OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

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**Domestic Violence in Later Life ** *NEW*

Researchers conducting the 2010 National Elder Mistreatment Study, published in the American Journal of Research, discovered that the majority of physical violence against individuals ages 60 years and older was perpetrated by a partner. The same study suggests that one in ten older adults experiences one or more forms of violence, abuse, neglect, or exploitation. As 10,000 baby boomers turn 65 every day, it is imperative that protective service workers and their communities commit to meet the needs of older survivors of domestic violence and the relevance of compounded trauma. The intent of this workshop is to equip participating professionals with the information, skills and strategies needed to improve identification of DV in Later Life and offer survivor-centered, safety-oriented and trauma-informed responses. To fulfill its intent, this interactive workshop will utilize videos, actual case scenarios, group activities, and small and large group discussions. By the end of this training, participants will:

- Understand the interrelationship between domestic violence and elder abuse;
- Recognize common dynamics of domestic violence perpetrated against older victims;
- Understand key principles and best practices for safe interventions with perpetrators and survivors of domestic violence;
- Identify appropriate services, resources and essential action steps for working with older survivors.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Jo Ellen Simonsen

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Emotional Intelligence Matters**

This workshop is for anyone who wants to excel in today’s workplaces when working with vulnerable populations such as abused, neglected or exploited older and/or disabled adults. Years of study have found that today’s workers need much more than ‘technical’ skills. Daniel
Goldman, Robert Cooper and Robert Kelley have coined the term “Emotional Intelligence” and their years of research defined the characteristics and traits found repeatedly in high performers.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Ruth McMonagle

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

### Empowering the New Poor: Understanding Poverty from a Strengths Based Perspective

Approximately one out of every nine Americans lives below the poverty line (Schaefer). Americans who live in poverty tend to be more vulnerable to some societal risk due to limited resources. Along with risk, living in poverty can also teach resilience. Resilience can be leveraged to help clients living in poverty overcome the obstacles in their lives. This workshop explores the basic building blocks of resilience and how human service staff can help vulnerable adults identify and develop the characteristics of resilience as a mechanism to overcome adversity.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Anthony President

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

### Engaging the Customer to Enhance Case Management Outcomes

Case management is more than just filling out forms and keeping case files in order. In order to provide meaningful help to the vulnerable and elderly population you serve you need great interviewing and rapport-building skills, a keen eye for opportunities that will enrich the lives of your clients, and a true investment in the success of every person who enters your office. This workshop will cover topics of case planning, recording, client coaching, purposeful interviewing skills, and providing meaningful cross-cultural support to those who depend on you to help sustain and improve the quality of their lives.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Rita Rizzo

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

### Ethical Dilemmas, Difficult Life Decisions **NEW**

A guardian’s decision-making for an adult with diminished capacity can lead to a number of difficult ethical situations. National Standards of Practice and Ohio Supreme Court’s Rule 66 provide guidance about the ethical principles guardians should use. These principles will be discussed, as well as the legal concepts of substituted judgment and best interest. Group discussion of specific case scenarios will be conducted utilizing these legal concepts and ethical principles. Groups will then report back to the full group for additional discussion, question and answer time. By the end of the course participants will be able to:

- Distinguish between the legal decision making concepts of “substituted judgment” and “best interest.”
• Identify and use the ethical principles for guardians contained in the National Standards and Supreme Court Rule 66.
• Understand when seeking guardianship might address an ethically difficult situation for a vulnerable adult.
• Experience the sometimes ethically difficult situations that guardians may face.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Julia Nack
Credits: OHSTS (3 credits); Social Work (3 CEUs); Counselor (3CEUs); Ethics (3 CEUs)

Ethics are Forever
There are two common misconceptions regarding ethics in today’s society. Our exposure to the “situational ethics” of some creates the impression that ethics can be used conveniently rather than consistently. A second problem is that employers think that a written Code of Ethics will foster ethical behavior. This workshop is designed to dispel those myths, and will focus on how to use the NASW Code of Ethics as a basis for your agency’s ethical standards, and how to make your agency’s Code of Ethics a living document that is integrated into the personal and professional lives of those who embrace it.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Everyday Ethics for Human Service Workers (3hr and 6hr)
Every day, Human Services staff are responsible for what they do, fail to do, and what they influence others to do. It is essential that sound ethics guide our everyday behavior and performance in our work duties. Learn the social work values that can help us make ethical decisions throughout our workday; the 4 common unethical behaviors that even well intentioned workers may make and useful strategies to test our decisions before we take action to ensure ethical outcomes.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs)

Everyday Ethics: Managing Your Moral Compass
Each interaction with clients, coworkers, and community partners can present an ethical dilemma in Human Services work with vulnerable populations. It is critical that staff have a moral reference point to help decipher what is ethical practice and what is not. This workshop deals with the fundamental social work values and standards that staff can use in the ethical decision making process. Participants will learn about useful strategies to test decisions before actions are taken to insure ethical outcomes in all workplace interactions.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)
From Confrontation to Collaboration
Can conflict be beneficial, rewarding, and productive? When conflict arises with clients or service providers we have two choices; dread the occurrence of conflict or welcome it with open arms. While welcoming conflict may seem strange, those who understand the benefits of resolved conflict tend to have a more positive attitude about conflict and are more productive at managing it for results. Learn the secrets to effective conflict management with and reap the benefits of resolved conflict.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Gangs, Cliques, and Crews
Vulnerable adults are at risk of manipulation and victimization by family members who are involved in gang activity and move in with the vulnerable adult. APS workers who service vulnerable adults in the community must be able to assess possible gang activity in the client’s home in order to protect them. This workshop deals with assisting participants in understanding indicators of gang activity, awareness of gang signs, symbols, methodology, and threats to client and worker safety, and how to devise a safety plan that involves law enforcement, responsible family members and community supports.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Human Trafficking: Modern Day Slavery
Human Trafficking has received increasing attention in recent years. Ohio has gone from a state where very little was understood and little public policy addressed the issue to identifying a growing number of victims within our state. This workshop will provide an in-depth look into human trafficking and help participants become familiar with what victims experience. Participants will learn observation skills to determine questions to ask vulnerable adults and assist with identifying and assisting victims of human trafficking.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Ken Lawson
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Interpersonal Conflict: Dealing with Difficult Behaviors in the Professional Setting
This workshop focuses on identifying, and understanding coworkers and vulnerable adult populations who display difficult behaviors. Using learning activities, the workshop will explore ways to act and feel when faced with individuals and clients who “drive us nuts.” By using evidence-based practices, participants will become more self-aware and uncover why coworkers and vulnerable adults exhibit unwanted behaviors. They will also explore effective tools to not only minimize the effects of the behaviors, but to help individuals understand that more productive behaviors might help one meet six basic human needs.
Interviewing Those with Age Related Disabilities
Getting clear and accurate information from social service clients can be challenging regardless of their age or state of wellness. It is especially difficult to conduct an effective interview with a person who is both aging and has a significant impairment as well. This workshop addresses the respectful way to regard and treat people with disabilities, and gives specific instruction as to how to effectively gather information from individuals who are elderly, physically disabled, or experiencing dementia, or mental health issues. This highly interactive workshop will help participants hone skills and share experiences. Leave with some new ideas as to how to be successful in assisting every interviewee you encounter.

Is Poverty Culture?
The goals of this workshop are to provide information and profiles on adults and families living in poverty, while enhancing skills of workers, supervisors and managers in engaging families, to provide strength-based helping strategies and to create climates of mutual respect and mutual purpose that empowers adults and families to solve problems associate with poverty. Participants will examine the how and why people view clients in poverty from a deficit approach rather than a strengths based approach. The workshop explores a framework for developing strategies to enhance the profession's ability to work with individuals living in generational poverty.

Is Racism Over in America?
Now that the country has elected its first black president many Americans believe that racism in the U.S. is a thing of the past. Is it? Long-delayed conversations about racism are beginning to surface at work and at home. Participants will discuss: Why those who still harbor racist thinking are often unaware of their own biases? How to confront racism in elderly clients without provoking defensiveness. What makes some people unapologetically cling to their racist beliefs? When to examine your own thinking about race in America.
Keeping Vulnerable Populations Safe in Cyberspace
Loneliness, social isolation, mental challenges and lack of internet savvy can put vulnerable clients at risk for identity theft, financial exploitation, internet scams and internet addiction. Also, workers who engage in online relationships with clients and their families put them at risk for confidentiality breeches and dual relationship boundary crossings. This workshop deals with internet maladies and what workers can do to help protect vulnerable population clients who use computers to bank, surf the net and social network. Participants will understand why vulnerable population clients may be more of a target by cyber predators than typical adults.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Keeping Your Office Space Safe
Letting your guard down and failing to remain safety conscious while in the agency may be one of the biggest mistakes we can make. The threat of workplace violence is a very real possibility in any office setting. Workplace violence has ranked among the top 4 causes of death in workplaces during the past 15 years (Occupational Health and Safety Online). Forty Eight percent of all non-fatal injuries from occupational assaults and violent acts occurred in the Social Service and Health Care fields (OSHA). Learn the secrets to staying safe by identifying the 9 profiles of potentially violent employees, violence triggers, and survival strategies to use in the face of office violence.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Living in the Shadows: Hispanic/Latino Culture
According to the 2010 US Census, as predicted by the Census 2000, the Hispanic/Latino population became the largest minority in the USA with 50,477,594 people, a growth of 47% over the last 10 years. The growth is not because of immigration, it is because of the increase in the numbers of births. 1 out of 6 people is Hispanic/Latino while 1 out of 4 children is Hispanic/Latino. As social services providers are we preparing to serve this diverse population? Who are they? Where are they coming from? Why are they coming here? Are we aware of their rights and our mandates as social service agencies receiving federal monies? Are we hiring bilingual employees or assisting those who want to improve their Spanish Language skills so that agencies can be intentional in the delivery of culturally competent services? What resources are available in the community to serve this population?

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Gloria Rodriguez-Milford
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Loss and Grief
Everyone experiences loss of all kinds. All loss is difficult to experience and each of us handles it differently. Everyone grieves differently. Grieving is a process; a process through which we
express our feelings about out loss. This workshop will discuss the various types of loss, the
many reactions to it and the stages of both grief and recovery. Suggestions will be given for
healthy, effective methods of coping with loss, including the importance of humor.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Karen Vadino

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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### Make the Right Decision

A manager was once overheard telling an employee, “I don’t know what you should do, but be
sure you do the right things!” This workshop explores group and individual critical thinking
strategies, decision-making, problem solving and judgment-making skills and techniques.
Attend to learn how to weigh options, explore alternatives, gather pertinent information, and
brainstorm effective solutions to even the stickiest problems.

**Suggested Audience:** APS Supervisors and Managers

**Approved Trainers:** Rita Rizzo, Lou Vincent

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)

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### Managing Anger and Conflict with Elegance

Anger: watching it manifest in someone else, or seeing it explode from you can leave each party
in any relationship feeling insecure and powerless. This workshop will examine the origin of
anger in ourselves and others. Through self-assessment, participants will be led to objectively
interpret anger’s value in an array of situations and be able to “decide” whether it is the best
tactic for successful resolution when working with vulnerable adults. Utilizing the “phases of
anger” procedure, participants will learn five conflict management techniques that can be used
to disengage, gain composure, and handle anger and conflict with elegance!

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Janice Morabeto

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)

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### Mediation with Vulnerable Adults: A Practicum in Negotiation

Mediation has long been known to be an effective approach to bridge gaps among family
members and can be especially helpful when used with vulnerable members; encouraging
listening, engagement and problem solving. When used effectively, mediation can uncover
hidden strengths of the parties involved and help them to move quickly toward conflict
resolution. This training will provide the worker with the principles and practices of the
mediation process, and help them to build their skills in helping their clients attain win-win
situations.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Janice Morabeto

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)
**Motivational Interviewing: Preparing the Elderly for Change**
APS Caseworkers are frequently challenged by a client’s lack of motivation to change negative behaviors, which have contributed to risk to their health and safety. This is particularly true in the case of individuals who are struggling with substance use disorders. *Motivational Interviewing* is an evidence-based counseling style which adopts a brief intervention format, using critical elements that serve as catalysts for motivation and change. Motivational Interviewing addresses how to strengthen client intrinsic motivation to change and reduce ambivalence. This workshop serves as an introduction to Motivational Interviewing and gives participants the basic tools necessary to incorporate this intervention into their practice.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Brian Lowery

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Never Be Lied to Again**
In this workshop participants will learn useful techniques and develop new skills for detecting lies during verbal communications when working with vulnerable adults and their families. Participants will understand the four factors involved with lying and the types of lying as well as understanding why people lie. The workshop will use video examples of the techniques and exercises that allow you to practice these skills.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Edward Petrish

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Never Be Lied to Again Part 2 – Still Being Lied To**
Adult Protective Services workers will learn the verbal clues to determine if the elder adult has been neglected or exploited. Income maintenance, child support workers, and investigators will learn the clues to detect when clients are lying about jobs, income, or people living in the home. All attendees will learn useful techniques and practice skills that will help them detect lying, no matter who the client is. Participants will learn:

- Guidelines for detecting verbal deceit
- The verbal qualities involved in deceit
- To recognize the words & phrases that signal deceit
- The verbal tools that liars use
- How to structure questions in order to prevent deceit

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Edward Petrish

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Overview of Mental Health and Mental Illness**
This workshop is designed to provide an overview of the types of mental illnesses that staff may encounter when working with vulnerable adults and their families. Participants will become aware of the obstacles facing the mentally ill, techniques for interaction with individuals
diagnosed with mental illnesses and effective treatments for mental illnesses. This workshop will also inform participants about the possible problems encountered.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Ruth McMonagle

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)

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**Overview of Mental Health Issues in Adults**

This workshop will identify the mental illnesses frequently seen in adults and will give the learner a thorough overview of the behaviors associated with each mental illness. Risk factors associated with these disorders inherent throughout the lifespan will also be discussed. In addition, mental illnesses will be examined in the vulnerable adult as it relates to the bio-psycho-social risk and resiliency factors and what worker can do to provide needed supportive psycho-social interventions for those at risk.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Janice Morabeto

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Positive Assertiveness Skills**

We know what we want – but do others? Often we think we are clearly communicating our ideas to others, but they don’t seem to get the message or are offended by the way the information is presented. This workshop will help you build self-confidence by becoming more aware of the primary interpersonal communication response styles, as well as present ways for developing communication skills that are effective, positive and this workshop will help to develop an increased knowledge and an opportunity to better assist a diverse population of underserved, vulnerable and/or older adults.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Ruth McMonagle

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Positive Attitude, Customer Service and Ethics in Social Work**

A positive attitude about our clients and coworkers is essential to achieving sound ethics and practicing good Customer Service in the field of Social Work. In this workshop participants will explore how the three components of the attitude (cognition, emotion, behavior) can help to drive ethical decision making and the delivery of quality customer service to both internal and external customers to create a more positive agency environment for all — “…greater expectations to show empathy and friendliness towards customers all related to employees feeling efficacious and accomplished at their jobs” (An Emotional Labor Framework for Predicting Burnout – Penn State University).

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Anthony President

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)
Power, Gender and Identity
This decade has brought with it a bundle of confusion regarding gender roles and responsibilities. It appears both men and women are looking for ways to identify themselves, and influence the opposite sex in constructive and lasting ways. This workshop explores the way in which men and women identify themselves, and how they use gender based skills to influence the thinking and behavior of others. Participants will discuss gender issues that may arise within the elderly population as they must adjust to male nurses, female doctors, and other caregivers who are serving seniors in non-traditional gender roles.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Prescription Pain Pills and Heroin Hurt
In May 2011 the Ohio Governor signed a bill cracking down on “pill mills.” These dispensaries, advertised as “pain management clinics,” were out of control. In 2008 Ohio pharmacists filled 2.7 million prescriptions for “high-powered painkillers such as OxyContin and Percocet,” nearly one for every four people in the state. Although this law has taken a bite out of the prescription drug trade in Ohio, it has also created a new market, one for heroine dealers. Heroine is the most effective painkiller in existence, and it has filled in the gap left by the clamp down on prescription drugs. Attend this workshop to learn more about the state of our state as it pertains to heroin and prescription medication abuse.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Put Some Social In Your Service
Our service delivery to clients defines how good or bad we are perceived as workers. In the day to day grind it may be easy to sometimes lose sight of the fact that building working relationships with people makes service delivery possible and better outcomes for our clients. Explore strategies on how being more social (getting along well with others) can improve your service delivery to others and your own job satisfaction.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Anthony President
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Seniors Can Be Bullies Too (3hr and 6hr)
When you hear the words “senior citizen” does it conjure up images of sweet tempered silver haired individuals who are determined not to be a burden to others? Not all seniors fit this stereotype. Some are ill-tempered, controlling, irrational and even violent, and they provoke fear in others who must live in close proximity to them. This workshop addresses the issues of seniors who bully their peers. Come to learn why senior bullying occurs, who tends to be the target, how to identify both perpetrators and victims, and how to intervene in situations involving senior bullying.
**Street Drugs: Chemicals that Destroy Minds and Lives**
The use of street drugs has reached epidemic levels and is affecting every sect of the US society. Older adults are using and becoming dependent upon some of the strongest street drugs more quickly and pervasively than ever before through misuse. This workshop will discuss the most common licit and illicit drugs of abuse including opiates, psycho-stimulants and synthetics. Topics will include short and long term effects on mind and body, routes of administration, addictive potential and paraphernalia often associated with the use of these drugs. Treatment recommendations will also be identified related to the phases of abuse and dependency.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainer:** Janice Morabeto  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Stress and Coping Skills: Leadership Survival Skills**
Participants will learn issues related to dealing with the impact of stressors and how to develop coping strategies to prevent stress-related barriers such as, anxiety over workloads, burn-out and even compassion fatigue which impacts services to working with vulnerable adults and their families. Social Service workers must learn to deal with organizational change and uncertainty, increased expectations from upper management, and organizational environments which require staff to do more with fewer resources. This workshop helps to develop strategies and action steps to master, reduce, or tolerate stress so staff can provide services to vulnerable adults and their families.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainer:** Dan Houston  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Substance Abuse, Chemical Dependency and the Elderly**
Drug and alcohol abuse takes an enormous toll on the elderly and their families. This workshop will give staff an understanding of substance abuse and chemical dependency and how it affects the family, including the vulnerable elderly. Through case studies, we will examine risk and protective factors to help determine optimal interventions.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainer:** Brian Lowery  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

**Success Working in the Multi-Generational Workplace**
Today, our society is composed of people who represent four different generations. Each generation has its own set of values, standards and communication preferences. Effectively engaging APS clients, co-workers and community partners requires a working knowledge of
generational diversity. This workshop deals with understanding the four generations in the workplace: Traditionalist (Matures) 1900-1945, Baby Boomers – 1946-1964, Generation X – 1965-1980 Generation Y (Millennium) 1980-Present. We will explore the culture of the four generations and how these generations can work together more effectively. We will look at the evolution of the generations, how they overlap and the barriers that causes misunderstanding in communication and the overall working relationships.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Anthony President

**Credits:** OHSTS (6 credits)

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**Teaming with the Aggressive Client**

Aggression is anger in action. The angry client uses aggression to do or get what they want. The aggression occurs as a response to frustration, a perceived form of psychological stress. One approach to diffusing a client’s aggression is communicating synergy in our casework practice. This workshop deals with the concept of using synergy (goal centric teamwork) between social service workers and their clients. Participants will learn the root cause of client’s aggression and why clients may feel they need to use aggression and useful strategies to help clients transform the energy from aggression into energy for service plan completion. This workshop will also help to develop an increased knowledge and an opportunity to better assist a diverse population of underserved, vulnerable older adults.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Anthony President

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)

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**The Culture of Disrespect**

It seems that no matter where you look today, there are glaring examples of disrespect in our society. From the nursing home to the playground, people of all ages are abandoning civil behavior in favor of “keeping it real.” Disrespect for your elderly and vulnerable clients becomes more commonplace daily. Today’s workshop will explore issues of bullying, the contagious nature of disrespect, and how it impacts teambuilding, service delivery, worker esteem and job satisfaction. Come prepared to discuss how disrespect has impacted the quality of your work life and the daily lives of the clients and their families you serve, and bring along some thoughtful suggestions about how we can make a positive impact.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Rita Rizzo, Lou Vincent

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)

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**The Culture of Poverty (3hr and 6hr)**

At times it may appear that the poor are invested in staying poor. It seems their decisions, judgments and attitudes serve to keep them stuck in poverty. This workshop addresses the norms, traditions, behaviors, values and survival skills employed by the impoverished and explains how the impact of generational poverty affects behavior and thinking. Perhaps not everyone is enthused about joining the middle class. Come and find out why.
Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

The Nature of Privilege
Privilege and dominant status may operate in an individual, team or circumstance, yet outside of conscious awareness. Privilege may be taken for granted as the natural way of things. Concepts to be discussed include: unconscious privilege, assumptions, dominant status, internalized oppression, fragility, bias and discrimination. Learn to recognize when privilege is operating to disempower others and how to shift the dynamic toward equitable and collaborative relations. Become aware of concepts and strategies to assist you in becoming an ally to those vulnerable adults who need to access privilege that is currently eluding them and stifling their efforts.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

The Basics About Adult Guardianship in Ohio *NEW*
This course will begin with discussion of the doctrine of “informed consent” and its origins historically. The remaining focus will be on procedures required to obtain a guardian for an adult with diminished capacity in Ohio. There will be discussion of Ohio’s guardianship law and procedural requirements as well as description of the various types of appointments the court can make. The new Supreme Court Rule 66 requirements for courts and guardians will be discussed. Cautions about guardianship for adults and brief descriptions of less restrictive alternatives will also be presented. By the end of the training, participants will:
• Understand the doctrine of “informed consent” and why it is important in decision making for an incapacitated adult;
• Identify the court procedures required to obtain a guardian;
• Describe the different types of appointments available under Ohio law;
• Learn how Supreme Court Rule 66 has changed requirements for courts and guardians; and
• Discuss less restrictive alternatives and cautions about guardianship for adults.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Julia Nack
Credits: OHSTS (3 credits); Social Work (2.75 CEUs); Counselor (2.75 CEUs)

The Ten Lenses
We make assumptions and take actions regarding others who are different than ourselves based on the "isms" programmed into our minds when we were children. This workshop explores the impact of ethnocentric behavior on our ability to build effective cross-cultural relationships and gives tips on how to avoid "cultural collisions" when dealing with diverse others. Come and discuss issues such as the “Ten Lenses” Americans tend to use to view
diversity issues, and explore what we might do together to achieve greater harmony among all who work together in a multicultural environment.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainers:** Rita Rizzo, Lou Vincent  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Time and Stress Management**

Fifty percent of workers say their workload this year is more demanding than last year (Harris Interactive). It is fact that today’s worker, is working longer hours than ever before. It is also a fact that the average person waste between two and three hours per day (“The 26 Hour Day”, Vince Panella)! There is the potential to get more done each day if we learn to maximize the power of each hour. Time Management is an essential skill for success that all workers must possess to provide effective services to clients. Although stress is a reality of working in the modern work world, it does not have to hinder our work performance. In fact, we can harness the power of stress by simply changing the way we think about stress.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainer:** Anthony President  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)

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**Toxic Tiffs & Riffs, Overcoming Workplace Bullying in Human Services**

Nearly three out of five social workers experience workplace incivility that includes treatment by co-workers in the form of rude, demeaning, and hostile workplace interactions (Center for Workforce Studies & Social Work Practice- http://www.ncbi.nlm.nih.gov/pubmed/22635155). This workshop focuses on bullying as the most detrimental form of workplace incivility that threatens worker productivity, services to clients, morale, wellbeing and safety. Each worker plays a role in the dynamics of workplace bullying by either contributing to or allowing targeted persons to suffer. Learn the steps to diminishing bullying on the job by understanding the nature of workplace incivility and what you can do to contribute to a bully free workplace.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainer:** Anthony President  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)

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**Turn Out the Burn Out (3hr and 6hr)**

There are those who believe stress and burnout are inevitable facts of modern day social work. While we may not have control over the unforeseen of the workday, we do have total power and control over how we respond to stress. Stress is unavoidable, but can be managed. If we can manage individual episodes of stress, burnout does not have to be our reality nor impact how we work with vulnerable adults and their families. Learn strategies to address stress and become more effective when working with clients.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainer:** Anthony President  
**Credits:** OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs)
Understanding Borderline Personality Disorders
This one day training will cover the fundamental elements of Borderline Personality Disorder and how case workers can deal more effectively with them. Participants will learn the diagnostic criteria according to DSM-5, the etiology of this disorder and risk factors associated with adults, who meet criteria for BPD. Tips and tactics to help workers deal with this challenging population will also be identified and reviewed.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Janice Morabeto
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Understanding Depression
Major depressive disorder occurs in about 15% of the American population but the disorder is accurately diagnosed and treated in fewer than one in three. Most long standing depression will originate in childhood and can be very difficult to detect even for those who are closest to the sufferer. Depression in vulnerable adults can lead to a worsening of physical illnesses and can be extremely dangerous. In this workshop, the signs and symptoms of the two most common forms of depression will be explored as well as the bio-psycho-social causes and treatment options for both adult and childhood onsets.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Janice Morabeto
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Understanding Human Behavior
You can become a more effective supervisor or a more effective employee if you understand that all people are different and people’s attitudes and behavior in identical situation vary. You will learn to observe, assess, understand, and utilize these differences in people to help your interactions become more productive. This workshop focuses on understanding and utilizing the many and varied differences of individuals and how people’s apparently random behavior is actually consistent and predictable with the world as they observe it.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainer: Ruth McMonagle
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Understanding Individual Diversity and Personality
Are there some people that you click with instantly while others just don’t seem to be your type? Come and assess your own work and home personality style and compare and contrast it with the other types described in the DISC model of style differences. Learn the benefits and challenges of each style to productivity in your work team. Leave with a greater appreciation for the individual diversity of each member of your work team and personal community, and expanded insight into your own style.

Suggested Audience: APS Staff at all levels and APS Community Partners
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)
Understanding Mood Disorders
Mood disorders are one of the most prevalent psychiatric conditions there are and can affect people across their life-spans. They account for 25 percent of patients being seen in public health agencies, 65 percent of psychiatric outpatients and as much as 10 percent of all patients seen in general practice medical settings. Mood disorders affect millions of Americans and are expected to be the leading cause of disability in the world by 2020. This workshop will cover the prevalence, course and diagnostic criteria for the most common mood disorders according to the DSM-5. Treatment options when working with vulnerable adults will also be discussed with a special emphasis on the importance of a multi-systemic and holistic approach to wellness.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainer:** Janice Morabeto  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Unleashing the Power of Diversity
Powerful partnerships can occur between any two people who are focused on a common goal. To increase the potential for creativity and innovation, one might choose to partner with someone of a different culture. The unique perspectives of such cross-cultural alliances have the capacity to alleviate individual points of view and stimulate new “viewing points” to enhance problem solving, decision making and planning. Come and discover how to partner at a new level, a better level than you ever thought possible. Learn how to appropriately confront biases in yourself and others in a way that resolves them. Leave with a number of tools to assist you in communicating compassionately, and problem solving cooperatively with others regardless of their cultural origins.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainers:** Rita Rizzo, Lou Vincent  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Verbal De-escalation
This workshop will review the skills of active listening, non-violent communication and verbal de-escalation. Levels of crisis development and the conflict cycle are discussed, emphasizing a culturally appropriate staff response. Participants will participate in exercises and demonstrations concerning personal space, body posture and motion. Additionally, participants also help to develop an increased knowledge and an opportunity to better assist a diverse population of underserved, vulnerable and/or older adults.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainer:** Brian Lowery  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Verbal De-escalation of Aggressive Clients and Customers
Yelling, threatening, swearing and pacing; these are the telltale signs that your client is so upset that they may try to harm you. Calming aggressive clients and preventing the situation from escalating is something that is within your control. This workshop will present both
organizational and individual strategies that can be implemented in social service settings to curtail violent episodes and successfully defuse aggressive clients. The Violence Cycle, when and how to interrupt it, will be discussed. Come prepared to tell your own "war stories" and increase the skills and knowledge you need to keep yourself and others safe at work.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Rita Rizzo, Lou Vincent

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

### Web of Chemical Dependency

It is estimated that in the United States there are over 1,000,000 drinkers. One tenth of those who drink will become alcoholic. With each of these people’s drinking affecting at least four other people, it becomes clear that the people we work with have probably been exposed to the effects of drinking. They are who we are referring to when we say vulnerable adults. Many will use alcohol and other drugs themselves, be involved in aggressive behavior or become victims of abuse.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Karen Vadino

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

### When Should Guardianship Be Our Choice? *NEW*

Guardianship reduces an adult’s legal status to that of a child. It should be a last resort. This session describes the realities of adult guardianship in Ohio. Participants will learn what is important in assessing an adult’s capacity and how to choose the least restrictive alternative to meet the adult’s needs. The Ohio court process will be discussed, who does guardianship when family isn’t available, what is required to obtain a guardianship and what Supreme Court Rule 66 requires of guardians and of the courts. National Principles of “Best Practice” in guardianship will be discussed. Using these principles and the preceding information, participants will break into groups and discuss several scenarios of actual cases to apply these principles. The groups will then report back to the full group for additional discussion, question and answer time. By the end of the course participants will be able to:

- List concepts important to assessing capacity for an adult;
- Choose the Least Restrictive Alternative to meet the adult’s needs;
- Understand Ohio’s court processes to obtain a guardian for an adult;
- Learn the requirements of Supreme Court Rule 66 governing guardians and the courts; and
- Identify best practice principles in guardianship.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainer:** Julia Nack

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

### Workplace Bullying Issues

Bullying isn’t just for the school yard anymore. A number of states are considering laws designed to curtail bullying in today’s workplace. Is there a bully or two in clients and families...
you serve or your workforce? Attend this workshop to learn what behaviors are considered to fall into the “bullying” category. We'll discuss how bullies develop and that bullying behaviors are manifested by clients and coworkers of all ages, from teens to senior citizens. Who is most likely to be bullied at work? What can be done about the bully? Find out why bullying can lead to mobbing and scapegoating. Become aware of how to protect yourself, your workplace and your clients from the destructive impact of bullies.

**Suggested Audience:** APS Staff at all levels and APS Community Partners

**Approved Trainers:** Rita Rizzo, Lou Vincent

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)
Ongoing Specialized and Related Training for Supervisors

Boosting Staff Performance
How do you hold staff accountable for using the training they have received? Are you comfortable with addressing lagging performance or attitudinal issues that are preventing the job from getting done? Discover how to instruct staff in a manner that assures understanding, gain methods for promoting staff to think through their decisions affecting the adults they serve, and hold your entire team accountable for doing their best work every day. Leave with complete comprehension of the performance appraisal cycle and a confident belief that you are now equipped to deal with whatever sort of performance issue that you may need to confront.

Suggested Audience: APS Supervisors and Managers
Approved Trainer: Rita Rizzo
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Building Synergistic Teams Across the Generations (3hr and 6hr)
Creating synergistic teams in a four-generation workplace is challenging at best. Synergy can only exist when team members are able collaborate cohesively. Generations Z, Y, X and Boomers tend to bring a diversity of views, strategies, sensibilities and preferences as to how teams can best communicate, bond, formulate team values and manage meetings. Come and experience the concepts by building a fantasy elder serving organization while communicating and planning across generational lines in real time.

Suggested Audience: APS Supervisors and Managers
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs); Counselor (2.75/5.5 CEUs)

Conducting an Effective Meeting
Are you attending more meetings but getting less done in them? This workshop provides tips and guidelines to make the best use of your meeting time, organize and address issues systematically, take accurate and comprehensive meeting notes, and limit non-productive input from those in attendance. Attend to learn best practice meeting strategies that will keep your meetings on point and will leverage the knowledge and talent of all those in attendance.

Suggested Audience: APS Supervisors and Managers
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits)

Conducting and Conveying Performance Appraisals
This workshop presents a sound understanding of the dynamics of conducting and conveying performance evaluations, including how to document performance fairly and consistently in order to provide support for performance ratings; how to prepare for the performance interview; understand rating ‘biases’ and errors; understand human behavior to know how to best present the information to the employee in a way that will be understood and accepted; use a model interview format; and how to fulfill the agency’s administrative obligation to assess employee performance and to legally protect the agency.
Dealing with Difficult Employee Behavior with Integrity
In these busy times when everyone seems rushed and stressed, it doesn’t take much to make staffers blow their stack. How do you remain respectful when employees attack? When conflict develops should you avoid, accommodate, collaborate, compromise or compete? This workshop addresses issues of personal power usage, conflict management, non-defensive talking and de-escalation skills. Learn how to calm employees and influence their thinking in such a way that win-win outcomes are possible.

Suggested Audience: APS Supervisors and Managers
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Dealing with Unacceptable Employee Behavior
Is your agency suffering from issues of low morale, missed deadlines, and less than stellar productivity? If you supervise employees who cause or contribute to these issues, the time to take action is now. Attend this workshop to gain the skills needed to clearly communicate your expectations, be proactive in addressing issues before they bloom into full-fledged problems, and protect your best employees from the damaging influence of low performers. Leave with tools designed to remediate your least committed team members.

Suggested Audience: APS Supervisors and Managers
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Increasing Team Cooperation *NEW*
Even the Lone Ranger had a partner. None of us is as smart as all of us, yet, it is not uncommon to find people who are on the same team competing against each other. This workshop examines personal traits needed by team members to facilitate a cooperative spirit, and identifies current team problems that require resolution for increased team collaboration. Participate in a fun simulation to see if your team can survive when tested with life threatening circumstances. Leave with a plan to enhance your team’s cooperative efforts. At the conclusion of this session, participants will:

- Understand that shared goals, shared power, and shared trust are required for cooperation to exist within a team.
- Appreciate the benefits of working in a cooperative team.
- Pinpoint current team problems and know how to begin resolving them.
- Examine the traits needed by team members and team leaders to facilitate a cooperative spirit in their current work team.
- Leave with an action plan to resolve team problems and cultivate the needed traits in team members and self.

Suggested Audience: APS Supervisors and Managers
Approved Trainers: Rita Rizzo, Lou Vincent
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Leadership Series Module 1: Making the Transition to Management
This workshop designed to help managers develop an awareness of what is involved in transitioning into management, and provide an understanding of the best way to establish credibility and build respect as a manager. Participants will be able to understand management and supervisory duties and responsibilities to the agency; to the employees; to the co-workers; to the clients; and to special client populations such as the abused, neglected, or exploited older and/or disabled adults
Suggested Audience: APS Supervisors and Managers
Approved Trainer: Ruth McMonagle
Credits: OHSTS (6 credits); Social Work (5.5 CEUs)

Leadership Series Module 2: Planning
Planning, prioritizing and effective time management will result in greater managerial productivity, as well as feeling more in control of your day and time. This workshop is designed to teach managerial time management skills; the identification and elimination of personal time wasters; techniques for setting and sticking to priorities; ways of eliminating the negative habit of procrastination, goal setting; and delegation skills. Participants will understand the importance of timeliness to different generations and cultures and its effect on respect and providing effective client services.
Suggested Audience: APS Supervisors and Managers
Approved Trainer: Ruth McMonagle
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Leadership Series Module 3: Organization
Leading and managing in today's workplaces has never been more important as organization’s continually hone and refine their organizational structure and experience continuous change. Leadership, managerial, team and organizational skills need to be developed and sharpened at the same rate. This workshop is designed to help supervisors and managers assess their leadership and managerial 'style'; provide participants with techniques for organizing and presenting change; utilize strategies for dealing with change resistance; know how to be more proactive in anticipating necessary changes; understand the changing client population, including the aging population and generational diversity; and know how to organize and build a strong team culture.
Suggested Audience: APS Supervisors and Managers
Approved Trainer: Ruth McMonagle
Credits: OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

Leadership Series Module 4: Staffing
There's no better way to increase productivity, improve morale and achieve organizational goals than to hire the right person – the right time. Yet selecting the right people is a skill few
managers master. Employee selection decisions should be based on facts and information, not on instincts or “gut hunches”. The selection interview techniques participants will learn can be simply and easily put into practice and are applicable to all types of jobs and positions. Participants will develop specific interview questions to assess attitudes, skills, characteristics, traits and values necessary for providing services to special client populations such as aging and senior populations, vulnerable adults or adults with disabilities. The emphasis throughout the workshop is giving participants the tools needed to make successful real-life hiring decisions.

**Suggested Audience:** APS Supervisors and Managers

**Approved Trainer:** Ruth McMonagle

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Leadership Series Module 5: Directing**

Managers and supervisors at all levels need to have positive methods of dealing effectively with people at all levels and establishing and maintaining highly productive work environments. A cornerstone to these skills is a sound understanding of human behavior and human relations. This workshop will help supervisors and managers improve communication skills, enhance their understanding of employee motivation, assess skills of workers in and improve their relationships with their supervisors, peers and employees. Participants will learn how to use a parallel process of effective decision making and client empowerment when supervising staff providing direct services to older adults or those working in Adult Protective Services (APS) positions through improved understanding of human behavior and communication skills.

**Suggested Audience:** APS Supervisors and Managers

**Approved Trainer:** Ruth McMonagle

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Leadership Series Module 6: Monitoring and Evaluating**

Understanding the ‘big’ picture; making decisions; conducting and conveying effective performance evaluations; and resolving conflicts – whether they are personal or professional conflicts – are the primary elements of the ‘control’ function of management. This workshop is designed to help supervisors and managers become effective systems thinkers; better skilled decision makers by learning about the types of decisions commonly encountered and understanding decision making approaches; understand the process of performance evaluations; and know how to resolve conflicts productively. Participants will learn how to use a parallel process of effective decision making and client empowerment when supervising staff providing direct services to older adults or those working in Adult Protective Services (APS) positions.

**Suggested Audience:** APS Supervisors and Managers

**Approved Trainer:** Ruth McMonagle

**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)

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**Reviving the Fire (3hr and 6hr)**

Throughout our careers, it is essential we take time to revamp our way of thinking, re-assess our goals and re-tool our skill set for continued success when working with older adults who are
vulnerable. This workshop teaches the six essential soft skills to help managers and supervisors model and coach service behavior that always exceeds the expectations of the populations we serve. A must workshop for supervisors and managers who wish to improve, and those who want to continue a culture of providing quality service delivery in their workforce.

**Suggested Audience:** APS Supervisors and Managers  
**Approved Trainer:** Anthony President  
**Credits:** OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs)

**So You Want to Be a Supervisor**  
Good preparation is a key element to any plan, particularly a plan that includes getting promoted to a supervisory position. This workshop helps prepare you to assume the responsibilities of supervision by providing tips as to how to develop a “promotable image”, and equips you with an understanding of the basics of supervision. Learn about supervisory responsibilities including goal, purpose and vision setting, performance management, team building, problem solving, and conflict resolution. Prepare yourself to supervise effectively in a helping agency where vulnerable adults, children and the elderly can count on you to guide and develop your workers a manner that ultimately provides customers with competent and courteous service delivery. The purpose of this workshop is to provide those thinking of becoming a supervisor an overview of the organizational dynamics of a social service organization and the supervisor’s role in shaping them. This course is foundational to providing clinical supervision in the future.

**Suggested Audience:** APS Staff at all levels and APS Community Partners  
**Approved Trainers:** Rita Rizzo, Lou Vincent  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs)

**Team Building For Results (3hr and 6hr)**  
General Electric increased productivity by 250% by promoting teamwork (Kimbal Fisher, “Leading Self- Directed Work Teams”). Effective organizations operate as a team, with each person sharing the workload, valuing the ideas and opinions of others, and collaborating on organizational goals and objectives to better serve adults who may be at risk.

**Suggested Audience:** APS Supervisors and Managers  
**Approved Trainer:** Anthony President  
**Credits:** OHSTS (3/6 credits); Social Work (2.75/5.5 CEUs)

**To Lead or Not To Lead: That is the Question**  
The role of a supervisor is similar to the role of a parent. Supervisors need to provide guidance, support motivation and feedback. The most important factor in employee productivity is the relationship between employee and supervisor. However, this relationship can be damaged when supervisors have to make unpopular decisions to provide unwanted but necessary feedback. This workshop will explore these dynamics.

**Suggested Audience:** APS Supervisors and Managers  
**Approved Trainer:** Karen Vadino  
**Credits:** OHSTS (6 credits); Social Work (5.5 CEUs); Counselor (5.5 CEUs)
OHSTS-APS Trainers

Kathy Angel
Kathy Angel possesses over 20 years of extensive experience in providing clinical social work, 17 years of experience in Adult Protective Services case management; research, investigative and reporting skills.

Patty Ciripompa
Patty Ciripompa, LPC, received her Bachelor's Degree in Education from West Liberty College (now University) in 1973, then completed post graduate courses in Counseling at the University of Akron and Ohio University. She has worked as a Licensed Professional Counselor, specializing in family counseling, and served as the Director of Fairfield County Adult Protective Services for fifteen years before retiring. Within this capacity, she developed the Fairfield County Elder Abuse Interdisciplinary Team, which was recognized by the Library of Congress. She also hosts a weekly radio show called "Aging with an Attitude."

Devi Gursahaney
Devi Gursahaney has more than 20 years of experience being an independent diversity consultant and trainer. Experience in cultural competency, diversity and inclusion and communication effectiveness, especially in noticing and allowing for differences in communication styles based on different backgrounds.

Dan Houston
Dan Houston holds a Master of Arts degree in Counseling Psychology and a Bachelor of Arts degree in psychology from the State University of New York at Albany. He has completed doctoral level training in management science, group dynamics and organization development from Northwestern University. For the more than 20 years, Dan has served as an international trainer and president of The 1750 Group, Inc./Daniel Houston & Associates. Dan is an author, speaker, trainer and certified John Maxwell leadership coach. He provides “beyond” culture and diversity training, intergenerational leadership training, training related to poverty, and leadership training for managers and supervisors in profit and nonprofit organizations.

Diana Kubovick
Diana Kubovick has more than 30 years’ experience in social/human services. Her expertise includes administration, operations, and program development. She has been the Client Services Director for Central Ohio Area on Aging for twenty years. Diana currently teaches at the Ohio State University in the Department of Geriatrics and Gerontology. Diana’s previous experience includes Program Director for Southeast Community Mental Health Center where she managed the adult, family and older adult service of this comprehensive community mental health center; administered specialized programs for domestic violence victims and abusers; developed outpatient mental health programs for older adults including securing grant funding
to provide mental health services in Adult Protective Services and assisted in the establishment of the Ohio Coalition for Adult Protective Services.

**Kevin Kurpieski**
Kevin Kurpieski has extensive experience as a frontline APS staff and supervisor, provided technical assistance to APS workers and community partners, guest speaking engagements at the universities, for community partners, Board and committee meetings, OCAPS and court.

**Ken Lawson**
Ken Lawson earned a Bachelor of Art degree in Psychology from Grace College (Indiana). He is an Officer in the Sexual Assault Unit with the Columbus Division of Police and has 27 years of law enforcement experience. He has taught for the Ohio Department of Public Safety Office of Criminal Justice Services, Ohio Crime Prevention Association, and Ohio Child Welfare Training Program in regional and statewide courses on human trafficking. Ken has been a guest lecturer at colleges and universities for undergraduate and graduate level courses. He has also been an approved consultant for the Department of Justice Office of Victims of Crime’s Training and Technical Assistance Center.

**Brian Lowery**
Brian D. Lowery, MPA, LSW, CDCA is the Educational Coordinator of Lowery Training Associates. He received a BA in Social Science from University of Akron in 1974 and Master of Public Administration for Cleveland state University in 1986. He has worked in programs serving youth in out-of-home care since 1974. Mr. Lowery is a Multisystemic Therapist (MST) and trained Clinical Practitioner of Cognitive Therapy. He is a Qualified Professional Administrator with the Ohio Department of Mental Health and State Licensed Social Worker. Mr. Lowery currently serves as a consultant with contract agencies of the Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board and Developmental Disabilities Board of Cuyahoga County.

**Brooke Lynch**
Brooke Lynch received her Bachelor of Arts in Sociology from Wright State University in June 2004 and Masters of Science Criminal Justice from University of Cincinnati in June 2010. She has worked in Adult Protective Services since 2005 and employed with Montgomery County Adult Protective Services since 2006. Brooke has worked in all aspects of Adult Protective Services including home visits, assessments, presentations, and intake.

**Ruth McMonagle**
Ruth McMonagle, LISW-S (Ohio), LSW (Pennsylvania), MBA, received her Master’s Degree in Social Work from Case Western Reserve University and her Masters of Business Administration from Youngstown State University. She has held positions in social work ranging from caseworker through Executive Director. Ruth has been training social services sector for the past 30 years. Ruth is also an adjunct faculty member for several universities.
Kelly Mettler
Kelly Mettler graduated from Ohio University in 2000 with a Master's Degree in Family Studies. She also holds a Chemical Dependency License with the Ohio Addiction Board. Kelly began working for Ross County Job and Family Services in 1998 and supervised Adult Protective Services for 14 years. Kelly's passion is to educate others who work with vulnerable populations. Kelly is a member of National Adult Protective Services Association and the Ohio Coalition for Adult Protective Services.

Beth Moore
Beth Moore earned a Bachelor’s of Science degree in Family Relations and Human Development from The Ohio State University. She is a Licensed Social Worker and Home Assessor. She worked as a clinician in community mental health, home based therapy, foster care, and with the court system. She’s facilitated groups on a variety of topics to include domestic violence, survivors of sexual abuse and anger management. She is currently working as a foster parent recruiter, home based geriatric counselor and trainer.

Janice Morabeto
Janice Morabeto has over 19 years of clinical experience working with children, families and adults helping them bring wellness and success in their lives. She has worked as clinical director at Comprehensive Care Corporation, Assistant Treatment Manager at Franklin County Children's Services and a therapist at Worthington Community Counseling Services. Janice is President of Success Technologies, an independent training and consulting agency which develops and delivers training and consultation services.

Julia Nack
Julia Nack has been in professional guardianship work since 1979. Currently she is the director of the Central Ohio Area Agency on Aging Volunteer Guardian Program. Prior to this work, she was the first court investigator for Adult Guardianship at the Franklin County Probate Court. She began work in guardianship in 1979, as the Program Director for Advocacy and Protective Services, Inc. Julia is a founding member of the Ohio Guardianship Association. She has trained both locally and nationally for over 30 years. A former trustee of the Center for Guardianship Certification, she has been certified by the Center as a National Master Guardian since 1999, and has a Master's degree in Educational Administration from Ohio University.

CeCe Norwood
CeCe Norwood's social services career dates back to 1982 when she earned her Master of Arts Degree in Rehabilitation Counseling from the University of Cincinnati. She also possesses a Bachelor of Science Degree in Criminal Justice and an Associate of Art Degree in Social Services Technology from the University of Cincinnati. She began her college-level teaching career in 1985. Ms. Norwood is author of the book: There IS Happiness After Incest and Child Sexual
Abuse. She is the founder of Nirvana Now, an organization which facilitates survivor support
groups and a founding member of the Sexual Abuse Prevention Awareness Treatment Healing
Coalition of Northwest Ohio. CeCe is an active Guardian ad Litem, trainer and adoptive mother.

**Edward Petrish**

Ed Petrish attended Cleveland State University and majored in communication from 1969 to
1973. He has studied hypnosis and is a certified hypnotherapist through the American Institute
of Hypnotherapy and the Mottin Institute. His background is varied and includes working in
sales as a sales trainer, training coordinator and a personal development trainer.

**Sylvia Pla-Raith**

Sylvia Pla-Raith has over 25 years of experience working in the interest of older victims. She is
the lead staff of the Attorney General’s Elder Abuse Commission and the Director of the Elder
Justice Initiative. Prior to joining the Attorney General’s Office, she served as the Chief
Supervisor for Adult Protective Services in Cuyahoga County and served as the past Chair of the
Ohio Coalition for Adult Protective Services. Her vast experience includes, hands on elder abuse
investigation, training, and policy development in the field of elder abuse. Sylvia has served on
several commissions and collaborative projects that have promoted the provisions of protective
services through community education, outreach, advocacy, and coalition building. Ms. Pla-
Raith holds a Master of Arts degree in Health and Human Services from John Carroll University
and a Bachelor of Science in Psychology from The Ohio State University.

**Anthony President**

Anthony President earned a Bachelor of Arts in Sociology from John Carroll University and is a
Staff Instructor at Lakeland Community College. He served as the Senior Training Officer for
Cuyahoga County Human Services. Anthony has over 10 years training experience in both the
public and private sector on a variety of Employee Development and Foster Parent training
topics.

**Rita Rizzo**

Rita Rizzo is the Principal of Rizzo & Associates, an Ohio based consulting and training firm
founded in 1984. She holds a Master's of Science Degree in Training and Human Resource
Management from University of Leicester (England) and received her undergraduate education
in the field of psychology from Capital University. Rita is Webex certified as a webinar provider
and is also a certified conflict mediator and a certificated retention specialist. Rita has over 31
years experience in the management consulting field. She has provided training and consulting
services for over 9000 audiences from government entities and over 500 audiences in the
corporate and healthcare sectors. She does extensive work for human service agencies both
nationally and internationally.
Gloria Rodriguez-Milord
Gloria Rodriguez-Milord has over 30 years experience working with families in the Ohio Human Services systems.

Jo Ellen Simonsen
Jo Simonsen has more nearly twenty-five years of experience in the field of family violence. Since 2012, she has served as the Family Systems Advocacy Director for the Ohio Domestic Violence Network (ODVN). She has delivered numerous trainings over her career to professional and community audiences including DV in Later Life, and Family Violence Across the Lifespan, Across the Generations. Ms. Simonsen earned her Bachelor of Arts in Speech and Theatre from Wittenberg University in 1988.

Sally Smith
Sally Smith, LISW-S, received her Bachelor of Science degree from Defiance College, and her Masters of Science degree from The Ohio State University in 1993. She is currently an Adult Protective Services (APS) Case Manager Supervisor with Franklin County Office on Aging, and has worked directly in the field of APS as both a line worker, then a Supervisor, since 1996. Prior to her work in APS, she worked in medical social work and then psychiatric social work, including work in private practice. Sally is currently a Board Member of the Ohio Coalition for Adult Protective Services, and Co-Chair of the Education and Resources committee.

Karen Vadino
Karen Vadino, MSW, LPCC, OCPSII received her Bachelor of Arts degree in Sociology from Youngstown State University in 1976 and her Masters of Social Work from The University of Pittsburgh in 1984. Karen’s professional experience includes the human services field at Children’s Services agencies in two counties, substance abuse treatment programs and a children’s psychiatric hospital. Currently, Karen is a motivational speaker and trainer. She has trained hundreds of supervisors, caseworkers and foster parents since becoming a trainer in the early 1980s.

Lou Vincent
Lou Vincent is the Vice President of Rizzo & Associates. Since 1991, he has served as the firm’s trainer and consultant. Prior to coming to Rizzo & Associates, he was employed as a Supervisory Administrator at Boys Village, a residential treatment center for adolescent boys in Smithville, Ohio. He holds a certification in Organizational Behavior from Heriot Watt University in Scotland. He is also certified as a Webex Webinar Provider. He has conducted over 4500 seminars with audiences from governmental institutions, health care facilities, and associations. He specializes in the topics of diversity, human resource development, systems approaches and workplace violence prevention. Lou is a co-author of the book Health Mind Body Soul and the author of The Master Negotiator.
John Ward

John Ward, LCDC III, CTS, received a Master's Degree in Counseling from Logos University in 1998 and Bachelor's Degree in Theology from Christian Life School of Theology in 1996. He became a Licensed Chemical and Drug Counselor III in 2008. He specializes in the area of Reactive Attachment Disorder, Attention Deficit Disorder and trauma related issues. He is a master trainer for the Center for Adoption and Education and a Certified Trauma Specialist through the National Institute for Trauma and Loss in Children.

Carilyn White

Carilyn L. White is a licensed registered nurse and board certified family nurse practitioner. She obtained her Diploma of Nursing degree from St. Vincent Hospital School of Nursing in 1978, Bachelors of Nursing degree from William Carey College in 1984, and Masters of Nursing degree from the Medical College of Ohio. Carilyn is the founder and owner of C & C Health Services which provides informative, practical, hands-on educational training in health and wellness and diseases prevention activities.